

COMPLAINTS PROCEDURE

We are always interested to hear what you think of Studio Cambridge. If you are dissatisfied with any aspect of the services offered, you should bring that dissatisfaction to our attention as soon as possible in order that a solution may be found without delay.

You can do this by speaking with our team or filling in a Student Comments form, which can be posted in a comments box or handed to a staff member at any time during your stay.

1. Any problems?

We want you to be happy during your time with us and will do everything we can to resolve any problems you might have.

- **Your lessons**

If you find your lessons too easy or too difficult, please speak to your teacher. For anything else, please see the Director of Studies, Teaching Coordinator or Course Director.

- **Personal problems, accommodation or airport transfers**

Please speak to a member of the Welfare team - the Welfare Officer, the Head of Pastoral Care, the Safeguarding Lead or a member of the Accommodation team.

- **Activities and excursions**

Please speak to a member of the Student Services team, an Activity Organiser, the Activities Coordinator or to the Course Director.

- **Meals**

Please speak to a member of the Student Services team or the Course Director.

2. Still unhappy?

If a problem is not resolved to your satisfaction, please ask to make an appointment to see one of the school's Senior Management team. It may help you to have a written statement of your complaint(s). You will receive a response to your complaint within 2 working days.

3. If the issue is not resolved

Details of dispute resolutions are clarified in our Terms and Conditions. We are not obliged to accept complaints received after you have left the course and/or returned to your own country if the complaint was not brought to our attention during your stay.

Once a complaint has been brought to our attention we will make every effort to resolve the problem within 24 hours by fully investigating the issue.

If you are still not happy with the situation you may ask for the matter to be referred to a school Director, who will give a decision within 24 hours.

Studio Cambridge is a member of English UK and if, after following the complaints procedure, you are still not satisfied, you can write to their Chief Executive.

The address is: English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH

Email: info@englishuk.com



Reviewed: Feb 2024 by RM & RE

Next to be reviewed: Feb 2025